



**Maine Department of Education
2019-20 eMPowerME Assessment Testing Irregularities
Process and Procedures**

The Department of Education has developed a system for Spring 2020 MEA Mathematics and English Language Arts/Literacy (eMPowerME) Testing Irregularity Reporting. Please see important information below regarding this process.

General Notes:

- All testing irregularities must be reported to the Cognia Service Center at (855) 652-8929 or maineservicecenter@cognia.org
- Any testing irregularities observed by Test Administrators (TA)/Proctors should be reported to the School Test Coordinator (STC) who reports the irregularity to the District Assessment Coordinator (DAC).
- The following are considered testing irregularities and must be reported to the Cognia Service Center for escalation to Nancy Godfrey, Assessment Coordinator:
 - School unexpectedly closes during testing
 - Student accidentally submits a test prematurely
 - Student started/took a test session without required accommodations
 - Student and/or adult are suspected of cheating
- The following scenarios are NOT considered testing irregularities and do not require reporting to the Department of Education. However, DACs/STCs should contact the Cognia Service Center for any necessary technical assistance:
 - Technical and/or device issues
 - Locked out of a test session if paused for 30+ minutes or inactive for 60+ minutes (Proctor Password same day only)
 - Student begins test and must leave



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2019-20 eMPowerME Assessment Testing Irregularities
Process and Procedures**

- When communicating with the Cognia Service Center regarding a testing irregularity/interruption, please provide the information in the table below. **Note: Do NOT email student Personally Identifiable Information (PII) (e.g. the student's name).**

District Name & ID (Click Here)	District Name: _____ District ID #: _____
School Name & ID (Click Here)	School Name: _____ School ID #: _____
Student State ID Number	
Test Session Name	
Grade	
Class Name (if applicable)	
Description of Incident/Request	



**Maine Department of Education
2019-20 eMPowerME Assessment Testing Irregularities
Process and Procedures**

The following scenarios are considered testing irregularities
and must be reported to the Cognia Service Center for escalation to Maine DOE:

ISSUE	IMMEDIATE ACTION REQUIRED BY STC / DAC	IMPORTANT NOTES
School unexpectedly closes during testing	Contact the Cognia Service Center as soon as possible on the day of the early dismissal and provide the information in the table above.	In the case of a school closing for the rest of the day, the Cognia Service Center is not authorized to reactivate a test. Approval to reopen a test must be requested from the Cognia Service Center, who will escalate to Maine DOE, as appropriate.
Student accidentally submits a test prematurely	Assuming that the student has been continuously supervised, the DAC or STC may contact the Cognia Service Center. Please provide the information in the table above.	The Service Center is authorized to re-activate the test session on the same day that the student began the testing session. On a subsequent day, the Service Center is NOT authorized to reactivate a test.
Student started / took a test session without Text-to-Speech (TTS) embedded Accommodation	If the student started the test without a required Text-to-Speech accommodation, the DAC or STC should immediately contact the Cognia Service Center and request assistance with correcting accommodations and generating a new student test ticket.	The DAC or STC must also provide the information in the table above to the Cognia Service Center, who will report the testing irregularity to the Maine DOE.
Student started / took a test session without a required Support or Accommodation other than TTS	If a student begins a test without any other required Support or Accommodation (e.g., Scribe, Read Aloud, Color Contrast, Separate Setting, Small Group, etc.) and the error has been detected immediately, the proctor may assign the accommodation, and the student may log back in and continue testing.	The DAC or STC must also provide the information in the table above to the Cognia Service Center, who will report the testing irregularity to the Maine DOE. In addition, the DAC / STC should include details regarding how far along the student progressed in the test without the required accommodation (e.g., last question answered).



**Maine Department of Education
2019-20 eMPowerME Assessment Testing Irregularities
Process and Procedures**

<p>Student and/or adult are suspected of cheating</p>	<p>Any question about improper testing practice should be reported to the Cognia Service Center by the District Assessment Coordinator. Provide the information in the table above.</p>	<p>The Maine DOE will work with the district according to the state’s protocol to investigate the situation and determine any necessary actions. If the Maine DOE finds it necessary to invalidate a test, the student will not have another opportunity to complete the test session. The student will count as a non-participant in the school’s and the SAU’s participation rates. Student scores will not be included in school results, and parents will not receive an individual student report.</p> <p>Any discussions about test invalidation must involve Maine DOE Assessment Coordinator, Nancy Godfrey.</p>
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<p>The following scenarios are <u>NOT</u> considered testing irregularities. Please refer to the table below for additional guidance.</p>		
ISSUE	IMMEDIATE ACTION REQUIRED BY STC / DAC	IMPORTANT NOTES
<p>Technical/Device Issues Troubleshooting</p>	<ol style="list-style-type: none"> 1. First check whether internet connectivity has been interrupted. If the light in the upper right corner of the MEA eMPowerME Kiosk screen is gray, the internet connection is lost. A green dot indicates internet connectivity. 2. Once you have confirmed that the device is connected to the internet, proceed as follows: <ol style="list-style-type: none"> a) DO NOT CLICK THE FINISH/TURN IN BUTTON. b) Try pausing the test and logging back in. 	<p>In the case of a Technical or Device Issue, the Test Administrator is authorized to use the proctor password to resume the student’s testing session on the same school day ONLY.</p> <p>To avoid delays in same day test completion, contact the Cognia Service Center as soon as a technical issue is encountered.</p> <p>If any issue is not resolved on the day that the student begins testing, the student may not be able to complete the</p>



**Maine Department of Education
2019-20 eMPowerME Assessment Testing Irregularities
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	<p>c) Next, try rebooting the device.</p> <p>e) Assuming that the device is still connected to the internet, try switching devices.</p>	test in a timely fashion.
Locked Out of a Test:	If a test session is paused for 30 minutes or inactive for 60 minutes, the proctor password can allow a student access to the test session.	<p>On a subsequent day, the Service Center is NOT authorized to reactivate a test.</p> <p>To avoid delays in same day test completion, contact the Cognia Service Center as soon as a technical issue is encountered.</p> <p>If any issue is not resolved on the day that the student begins testing, the student may not be able to complete the test in a timely fashion.</p>
Student Begins Test and Must Leave (e.g. becomes ill, misbehaves, withdrawn by parent).	If the student is able to return to the testing session after a recovery period, the student may complete the test session on the same school day.	<p>The Test Administrator is authorized to use the proctor password to resume the student’s testing session on the same school day ONLY.</p> <p>Once a test session has been started, the student may not resume the test session on a subsequent day.</p>